



**State of Illinois**  
**Illinois Commerce Commission**  
**Code Part 737.130**  
**LEC Electing Providers Quarterly Filing**

**Citizens Telecommunications Company of Illinois d/b/a Frontier Citizens**  
**Communications of Illinois**  
**for quarter ending June 30, 2015**

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)**

Credits due to out-of service conditions lasting more than 30 hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid:	\$2,378.51	\$4,110.88	\$13,355.43	\$19,844.82
B. Number of credits issued for repairs - 30-48 hours:	49	59	54	162
C. Number of credits issued for repairs - 49-72 hours:	46	69	75	190
D. Number of credits issued for repairs - 73-96 hours:	26	42	72	140
E. Number of credits issued for repairs - 97-120 hours:	22	29	55	106
F. Number of credits issued for repairs greater than 120 hours:	8	24	155	187
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	3	12	8	23

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$20.00	\$20.00
B. Number of installations after 5 business days:	0	0	1	1
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	6	6	7	19

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid:	\$75.00	\$125.00	\$125.00	\$325.00
B. Number of customers receiving credits:	3	5	5	13
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0